

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**FLEET MANAGER
PUBLIC WORKS DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs supervisory, technical and administrative work in managing a large fleet of rolling stock and motorized equipment for the City. Employee reports to the Public Works Director.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is responsible for managing a large fleet of vehicles and motorized equipment for the City. Work involves coordinating vehicle maintenance and repair, stocking and maintaining replacement parts and supplies, managing the fuel station, and participating in the specification and purchase of vehicles and related equipment. Employee is responsible for supervising a staff of first-line supervisor, mechanics, clerical-bookkeeping personnel. Courtesy, tact and the ability to communicate with vendors, other City departments and divisions, and other outside agencies are required. Employee must exercise independent judgment and initiative in establishing prioritization of preventive vehicle maintenance, overseeing preventive maintenance scheduling, maintaining parts and supply inventories, and providing long-range strategic plans for vehicle replacement and capitalization. Work is performed under limited supervision of the Public Works Director who reviews work through conferences and examination of reports.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Assigns, evaluates, motivates, and supervises a staff consisting of a line-level supervisor, mechanics and clerical-bookkeeping assistant, ensuring adherence to established policies, procedures and standards; assists and advises subordinates, as necessary, resolving problems as non-routine situations arise.

Administers or makes recommendations to the Public Works Director for personnel matters affecting subordinates, including interviewing applicants, hiring, training, evaluating, disciplining, motivating, etc.

Manages a large fleet of City-owned vehicles, including managing customer service policies and procedures, overseeing vehicle maintenance and repair, stocking and maintaining inventories of replacement parts and supplies, and participating in the

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specification and purchase of vehicles and allied equipment.

Monitors and evaluates, on a continuous basis, the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload, administrative and support systems and internal reporting relationships; identifies opportunities for improvement and, upon approval from the Public Works Director, implements improvements.

Serves as a liaison to other City departments, divisions, outside agencies, vendors, and the general public in negotiating and resolving issues.

Oversees the establishment of preventive maintenance schedules for vehicles and the maintenance of records of all vehicles and associated equipment.

Oversees the preparation and submission of the appropriate documentation as required by the State to obtain and maintain vehicle titles, tags, registration and liens for lease purchases.

Analyzes the cost of purchasing various equipment and accessories for City vehicles.

Administers the City's New and Replacement of Fleet Vehicles and Equipment Policy; prepares associated analytical reports, reviews vehicle replacement criteria, and makes recommendations for City vehicles and associated equipment.

Oversees Vehicle Coordination Officer (VCO) program related to departmental coordination of fleet operations, operator training and reporting procedures, and operator guidelines.

Assists the Risk Manager and associated staff with the investigation of accidents involving departmental vehicles.

Reviews and advises subordinate personnel of applicable Occupational Safety and Health Administration rules and regulations.

Performs research and makes recommendations on specifications for vehicles to be purchased by the City.

Develops final bid specifications for vehicle and associated equipment purchases.

Resolves bid exceptions submitted by vendors; verifies vehicles and associated equipment compliance with bid specifications upon delivery; authorizes payment through computerized receiving reports.

Develops divisional budget proposals and administers allocated funds, approving expenditures and ensuring preparation and maintenance of appropriate accounting records and reports in accordance with City policies and procedures.

Confers with department directors and other City personnel, as necessary, to obtain and/or provide information pertaining to vehicle availability, use, maintenance, repair, etc.; notifies appropriate management staff of suspected vehicle abuse, and prepares and submits various reports and records as requested.

Conducts a variety of analysis, organizational and operational studies; recommends and implements modifications to equipment maintenance policies and procedures as appropriate.

Attends and participates in professional fleet association meetings and seminars;

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remains current on new trends and innovations in the field of equipment services purchasing, maintenance and repair.

ADDITIONAL JOB FUNCTIONS

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of complex fleet management computer software programs.

Considerable knowledge of the cost of materials and parts used in the repair of automotive and related equipment.

Considerable knowledge of OSHA regulations and proper safety precautions concerning garage work areas for vehicles and associated equipment.

Considerable knowledge of leadership and supervisory skills related to employees and fleet management, and the ability to develop customer service priorities and a high level of customer satisfaction.

General knowledge of the principles, practices, and related statutes regarding purchasing.

General knowledge of statistical analysis and complex report writing.

General knowledge of modern record-keeping principles and practices, including complex vehicle maintenance and fiscal records.

General knowledge of fleet management operations related to current and modern practices and systems.

Ability to acquire customer feedback and implement changes to meet customer needs.

Ability to develop, implement, monitor and ensure adherence to a preventive maintenance schedule for a large fleet of motor vehicles.

Ability to motivate, supervise, train, and maintain effective working relationships with a staff of mechanics and clerical personnel.

Ability to communicate effectively orally and in writing.

Ability to exercise tact and courtesy in frequent contact with City officials, vendors, and irate internal customers.

MINIMUM EXPERIENCE AND TRAINING

Graduation from an accredited college or university, or equivalent education or certifications, with major coursework in automotive mechanics, fleet management, or a related field, and 3 to 5 years of administrative experience in a large fleet program; and/or any equivalent combination of training and experience required to perform the essential position functions.

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COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Exempt
Salary Grade 20